## PRE-EXAMINATION BOOKLET

FOR

## SECRETARY TO THE CHIEF

## ENTRANCE LEVEL EXAMINATION



PREPARED BY

OFFICE OF STATE EXAMINER

MUNICIPAL FIRE AND POLICE CIVIL SERVICE

TEST DEVELOPMENT AND RESEARCH DIVISION

DO NOT BRING THIS BOOKLET TO THE EXAM SITE

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## SECRETARY TO THE CHIEF

#### STUDY GUIDE

## ABOUT THE EXAMINATION

This booklet contains important facts about the civil service examination administered by this office for Secretary to the Chief. Read it carefully to learn what the examination is like. The examination is one of several steps involved in the selection of candidates for Secretary to the Chief in the Fire/Police department.

The examination for Secretary to the Chief was developed following a job analysis designed to gather job information from Secretaries to the Chief statewide through interviews, questionnaires, and panels. Actual test items have been reviewed by incumbent secretaries for correctness and appropriateness for this class.

This examination will consist of 120 multiple-choice questions. The time allowed to take the examination is approximately two hours and fifteen minutes. Since no specialized education or experience is required to qualify for this position, the examination is designed primarily to determine the candidate's ability to learn the job. Common types of questions on the examination are listed in Part II of this booklet with a general description of the test and samples of the types of questions used on the exam.

This sample examination is designed to show the candidate the types and variety of questions which will be encountered on the actual examination for the class. The sample questions which follow are not designed to illustrate the difficulty of the actual examination questions. The correct answers to the sample questions in this study guide are included at the end of each question. However, you should make every effort to answer the questions on your own before reviewing the correct answers.

Test papers are graded by the Office of State Examiner, and the results are sent to the Fire and Police Civil Service Board in your jurisdiction. Each applicant receiving a passing score of 75 or higher will have his/her name placed on an employment (eligibility) list for consideration when there is an opening in the Department.

The following table shows each subject area and the number and percentage of questions there are in each area.

# SECRETARY TO THE CHIEF TEST CONTENT TABLE

SUBJECT AREA	NUMBER OF QUESTIONS	PERCENTAGE OF EXAM
Filing	17	14%
English Grammar, Word Usage, Punctuation, and Letter Forms	30	25%
Resource Materials	10	8%
Mathematics	6	5%
Office Practices and Procedures	8	7%
Reading Comprehension	10	8%
Following Written Directions	10	88
Public Relations	9	8%
Proofreading	20	17%
TOTALS	120	100%

PART I

## DIRECTIONS FOR TAKING THE

SECRETARY TO THE CHIEF

**EXAMINATION** 

#### HOW TO TAKE A WRITTEN TEST

- 1. Know the Rules. The Examiner will be the person in charge of the exam. Listen carefully when s/he gives the test instructions. If you have any questions, ask the Examiner. There may be others who have the same questions but are afraid to ask. You will not be allowed to use a calculator for the test.
- 2. Budget Your Time. Before you begin the test look it over and decide how much time you can spend on each section. Do not waste much time trying to answer the questions you find hard, since this may not leave you enough time to do the easier ones. All questions count the same. That means you get the same credit for correctly answering the easy questions as you do for answering the hard questions. Therefore, answer easy questions first, then come back to the harder ones, if you have time. The Examiner will notify you after you have been working one hour and then again fifteen minutes before your time is up. Use this to help pace yourself.
- 3. Read the Question Carefully. Read all the questions carefully. Do not assume that you know what a question is asking after reading the first few words. Read the entire question. After you have read a question, read all the possible answer choices. Your task is to pick out the best answer. You cannot pick out the best answer until you know all the answer choices so read them all.
- 4. <u>Set Aside Wrong Choices.</u> If you are not sure which answer is correct, eliminate the choices you know are wrong. If you can narrow down the number of choices, you increase your chances of answering the question correctly.
- 5. Answer All Questions. Your test score will be based upon the number of questions you answer correctly. As you will not be penalized for guessing, you should mark an answer to each question. Even if you are not absolutely sure of the right answer take a guess.
- 6. Check Your Answer Sheet Often. The answer sheet is numbered from top to bottom. Before you start the test, look over the answer sheet. If you have any questions, ask the Examiner before you start. While taking the test, check your answer sheet every few questions to be sure you are using the right number to mark your answer. Be particularly careful if you skip questions.

- 7. Do Not Write in the Test Booklet. Scratch paper will be provided. You may do any figuring or make any notes on the blank sheet of paper provided with the examination materials. Do not mark in or on the test booklet.
- 8. Do Your Own Work. Rely on your own ability. Test takers who are caught copying are disqualified. Besides, your neighbor may not know as much as you do.
- 9. Check Your Work. After you have answered all the questions on the test, check your work. Have you answered all the questions you were supposed to answer? Make sure you have marked the answer sheet properly. When you review the answer sheet, do not look for patterns in order of answer choices. Tests are not designed to have patterns for correct answers.

## HELPFUL STUDY HINTS

Generally, any authoritative text that includes chapters or sections covering the subject areas listed would be helpful in preparing for the exam. Some knowledge required for the exam will have been gained simply from past secretarial and/or clerical experience or training. You may want to plan your study time in such a way that you concentrate on the subject areas with which you are least familiar. Also, keep in mind the number of questions in each subject area as a guideline in determining the amount of study time to devote to each area.

#### ABOUT THE SPECIAL ANSWER SHEET

When you take the Secretary examination you will record your answers on a separate answer sheet rather than directly into the test booklet. Because your answer sheet will be scored by machine, it is important that you make sure you record each of your answers in pencil in the right place. If you do not completely fill the oval with your mark, the machine will not know what you mean and will score your answer for that item as "wrong" whether it really is or not. Check frequently to see that the number next to the answer space is the same as the number of the question you are answering. The test questions will have four possible answer choices (1, 2, 3, or 4). you change your mind about the answer to a question, erase your first answer thoroughly and record your new answer. A page of instructions containing directions on how to mark the special answer sheet and sample answer sheet are on the following pages of this booklet. Read the page instructions carefully and, for practice, answer the sample questions in Part II of this booklet (pages 8 through 17). Use the sample answer sheet on pages 18 and 19. questions are typical of the ones you will encounter on the actual test. Compare your answers without he correct answers that follow each sample question.

## HOW TO USE THE SPECIAL ANSWER SHEET FOR THE WRITTEN EXAMINATION

When you take the Secretary examination you will record your answers on a separate answer sheet rather than directly into the test booklet.

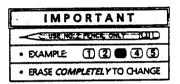
The front side of the answer sheet requires that you print information in blocks. After you have printed the required information in the blocks (for each section) you must also fill in the oval in the vertical column below each block which corresponds to the letter or number in the block. A sample answer sheet appears on page 18 and 19 of this booklet to familiarize you with the form. We will now give an example of how to fill in the required information:

The first row of boxes is for your name. In the example below, the applicant John D. Smith, entered his name in the boxes by placing one letter in each box and skipping a space (block) between each name. Once his name was correctly printed in the boxes, the oval in the column below each letter which corresponded to that letter was darkened in.

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Practice recording the required information on the answer sheet by recording your name in the correct spaces on the front of the "sample" answer sheet on page 18.

The back of the answer sheet is the side you will use to record your answers to the test questions. Find the "sample" on page 19 and look to the middle of the page where you will find the words "TEST ANSWERS". On the top of the front side of the answers sheet is an example of how your mark should look. This example has been repeated below.



Mark only one answer for each question number. It is extremely important that you make your mark dark and that you fill the oval completely with your mark. In the example above, answer "C" was chosen as the correct answer and the oval over the "C" was filled in completely. Erase your original mark completely to change your answer. Any oval that is not completely filled or that is marked too lightly or has not been sufficiently erased, will be scored as an <u>incorrect</u> response by the computer. Do not make any stray marks on the answer sheet.

## PART II

## SAMPLE

## SECRETARY TO THE CHIEF

## **EXAMINATION**

NOTE:

PLEASE REMOVE THE SAMPLE ANSWER SHEET ON PAGES 18 AND 19 FROM THIS BOOKLET BEFORE YOU BEGIN THE

SAMPLE EXAMINATION

#### SAMPLE EXAMINATION

## FILING:

This section includes several different exercises in arranging words and names alphabetically and arranging numbers and dates chronologically.

## SAMPLE QUESTIONS:

#### **FILING**

- 1. In this type of question you are to select the name which would be filed <u>LAST</u> if the names were in correct alphabetical order. Then blacken in your choice on the answer sheet.
  - 1. Ernie P. Jones
  - 2. Ernest C. Jenkins
  - 3. Erma T. Jones
  - 4. Ernest G. James

The correct answer in this sample would be  $\underline{1}$  because Ernie P. Jones would be filed last.

2. This type of filing question refers to a list of items such as the one below. In order for you to answer these questions it will be advisable for you to arrange these items in alphabetical order on your scratch paper.

wedges	blocks	plates
bolts	blades	blankets
pipes	pliers	valves
cables	helmets	plasma
plaster	unions	brushes

If the items in the above list were arranged in alphabetical order, the second item on the list would be

- 1. blades.
- 2. blocks.
- 3. blankets.
- 4. bolts.

The correct answer would be  $\underline{3}$  because it would be the second item on the list if the items in the above list were arranged in alphabetical order.

## ENGLISH GRAMMAR/WORD USAGE/PUNCTUATION/LETTER FORMS:

This section includes exercises in recognizing grammatical errors, correct word usage, correct punctuation, and standard letter form and construction.

Several samples of the type of question in this section are given below:

## SAMPLE QUESTIONS:

## ENGLISH GRAMMAR

- 3. In the following groups of sentences, select the one sentence that is grammatically <a href="INCORRECT">INCORRECT</a>. Mark the answer sheet with the number of that incorrect sentence.
  - 1. The days are warm; however, the nights are cool.
  - 2. It should be called to his attention.
  - 3. The girl was an unusually beautiful child.
  - 4. He performed the job easy and quick.

The correct answer would be  $\frac{4}{1}$ , since that sentence is the only grammatically incorrect one (easy and quick should be easily and quickly - adverbs).

#### WORD USAGE

You are offered a choice of four words to complete the sentence. Only one will complete the sentence correctly. Mark the answer sheet with the corresponding number to that correct word.

- of the clerks was instructed to do his own work.
  - 1. All
  - 2. Several
  - 3. Some
  - 4. Each

The correct answer would be 4 because it is the only word that will correctly complete the sentence (the subject must agree with the verb "was").

#### **PUNCTUATION**

- 5. In the following group of sentences, select the one sentence that is punctuated <a href="#">CORRECTLY</a>. Mark the answer sheet with the number of that correct sentence.
  - 1. The student who wins first place in the essay contest will also be awarded a scholarship to the State University.

2. The student, who wins first place in the essay contest, will also be awarded a scholarship to the State University.

3. The student who wins first place in the essay contest will, also, be awarded a scholarship to the State University.

4. The student who wins first place in the essay contest will, also, be awarded a scholarship to the State University.

The correct answer would be  $\underline{1}$  because that sentence is the one sentence that is punctuated correctly.

## LETTER FORMS

- 6. The address on a No. 10 envelope should be typed
  - 1. 4" from the left margin and 2 1/2" from the top.
  - 2. 3" from the left margin and 3" from the top.
  - 3. 3" from the left margin and 2" from the top.
  - 4. 4" from the left margin and 2" from the top.

The correct answer would be  $\underline{1}$  because this is the acceptable placement established by the Post Office.

## RESOURCE MATERIALS:

This section includes questions on correct use of the telephone directory following the basic rules of alphabetizing.

## SAMPLE QUESTION:

## TELEPHONE DIRECTORY

The basic rules for alphabetizing are generally followed by the telephone companies in compiling their directories. There are however, certain exceptions that are observed in organizing the directories. These exceptions to the rules are listed below:

## ALPHABETIZING RULES:

- Names that can be spelled as either one word or two are treated as spelled by the telephone company customer. For example, "South Park" precedes "Southpark".
- Single letters other than abbreviations are considered as separate units.
- The letter "s" after an apostrophe <u>is</u> considered in alphabetizing for a directory.
- 4. The articles "a" or "an" are considered the same as any other word.
- 7. Using the basic procedures for alphabetizing in connection with the rules listed above, select the answer that corresponds to the correct order in which the items would appear in the directory.
  - A. Aaron N. Smyth
  - B. Aaron M. Smith
  - C. Alex S. Smith
    - 1. C, B, A
    - 2. C, A, B
    - 3. B, C, A
    - 4. A, B, C

The correct answer would be 3, since the letters correspond to the correct order in which the items would appear if the basis alphabetizing procedures were followed.

## **MATHEMATICS:**

This section includes questions on basic mathematical computations, setting of typewriter tabs, and "centering" exercises.

## SAMPLE QUESTION:

#### MATH

- 8. A department pays traveling expenses of 15 a mile for transportation, \$30.00 a night for lodging and \$15 a day for meals. How much will be paid for a 300 mile trip requiring one day and one night?
  - 1. \$135.00
  - 2. \$105.00
  - 3. \$ 90.00
  - 4. \$ 49.50

```
The correct answer would be 3 as explained below:
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```
Mileage 300 x $00.15 = $45.00

Meals 1 x $15.00 = $15.00

Lodging 1 x $30.00 = $30.00
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This amount will be paid for trip: \$90.00

## OFFICE PRACTICES AND PROCEDURES:

This section includes questions on proper office telephone practices, handling mail, employee relations, and other office procedure to be followed in daily operations of an office.

## SAMPLE QUESTION:

## OFFICE PRACTICES

- When in doubt about determining which visitors should be allowed to see the Chief, what would be a good rule to follows?
  - The Chief is a public official, so everyone should be admitted.
  - High-ranking officers should be admitted at all times.
  - Visitors who have been waiting the longest should always be admitted first.
  - 4. When in doubt, ask the Chief if he wants to see the visitor.

The correct answer would be  $\frac{4}{2}$  as this is the correct rule for the office practice to be followed in this case.

#### **READING COMPREHENSION:**

The Reading Comprehension items test the ability of applicants to "read, understand, and apply" written material. These items are similar in difficulty to material that must be read on the job as a Secretary to the Chief.

Below is an example of a Reading Comprehension question. Four answer choices follow the sample question. You are to select the one statement which is best supported by the paragraph using only the information provided in the paragraph. Three of the choices may or may not be correct, but the information cannot be determined as correct from reading the paragraph. The correct answer is the only statement which can be determined as correct from reading the information contained in the paragraph.

## SAMPLE QUESTION:

#### READING COMPREHENSION

10. Records of certain kinds are of vital importance to every business. Their loss by fire may mean the discontinuance of a "going" business, even though other physical property of the business can be quickly replaced. In general, it can be said that equipment designed for the protection of records from loss by fire will also be adequate against burglary.

According to the above quotation,

- 1. equipment that is adequate to protect loss of records from fire is generally useless in prevention of burglary.
- 2. the loss of important records may mean that fire insurance cannot be collected.
- 3. the continued existence of a business may be dependent upon preventing the loss of important records by fire or from burglary.
- business records have, in general, been very inadequately protected from loss by either fire or burglary.

The answer would be 3 because it is the statement best supported by the paragraph, using only the information provided.

## FOLLOWING WRITTEN DIRECTIONS:

This section includes exercises in Following Written Directions. For each question you will be given specific written instructions or procedures to follow in order to complete the "task".

## SAMPLE QUESTION:

## FOLLOWING WRITTEN DIRECTIONS

This part of the test consists of a list of numbered words which you are to classify. For each word you are to mark the answer sheet as follows:

Mark "1" if the second letter is o, and the third letter is 1.

Mark "2" if the second letter is o, and the third letter is i, and the final letter is 1.

Mark "3" if the second letter is not o, and the third letter is anything but i, and the fourth letter is anything but 1.

Mark "4" if the word cannot be classified in any of these three categories.

- 11. bold
- 12. toil
- 13. blot

The answers would be:  $\frac{1}{2}$  for question #11,  $\frac{2}{2}$  for question #12, and  $\frac{3}{2}$  for question #13 as these answers correctly classify the letter arrangement for each word.

## **PUBLIC RELATIONS:**

Questions in this section test your knowledge of the correct principles and practices of Public Relations to use in dealing with the public.

#### SAMPLE QUESTION:

## PUBLIC RELATIONS

- 14. Occasionally, a caller will try to obtain confidential or sensitive information from a secretary. What is the best way to handle this situation without offending the caller?
  - 1. "I really don't know; perhaps the Chief can tell
     you."
  - 2. "I'm not allowed to give out that sort of information."
  - 3. "I really do not appreciate your asking me that question."

. . . . . .

4. Ignore the question.

The correct answer is  $\underline{1}$ , as you are able to handle the situation without being offensive.

## **PROOFREADING:**

This section includes exercises in detecting errors and/or differences between two sets of written material (an original and a copy).

## SAMPLE QUESTION:

## PROOFREADING

The following question consist of an <u>original</u> name and address in the <u>left</u> hand column and a copy of the address in the right hand column. You are to check the copy against the original and record your answer according to the code listed below:

- 1. error in one line only.
- 2. error in two lines only.
- 3. error in all three lines.
- 4. no errors.

## 15. ORIGINAL

Prescott A. Doherty 1101 Riverview Avenue Baton Rouge, LA 70802

## COPY

Prescott A. Dougherty 1011 Riverview Avenue Baton Rouge, LA 70820

The correct answer would be 3 as there are errors in all three lines of the copy when compared with the original.

1 APPLICANT'S SIGNATURE IMPORTANT STATE OF LOUISIANA USE NO. 2 PENCIL ONLY TUIL OFFICE OF STATE EXAMINER EXAMPLE: 1 2 4 5 Municipal Fire And Police Civil Service ERASE COMPLETELY TO CHANGE 2 LAST NAME, FIRST NAME, MIDDLE INITIAL (Please leave a blank space between each name.) **3888669@200286866666666666 SKECCHWADGCZZHKCCTDDHHGO@F** NSSECHED DO DE DE LE DE ME DE LE DE ME DE LE DE NAXXXAGGGGGGGGGGGGGGGGGGGG NSKSSGGGGGGGGGGGGGGGGGGGG SKECGG@@@@@BDBCHE@@@@BDBSK NGSSGGGGGGGGGGGGGGGGGGGGG SSECOMPONDENT NUMBER OF SECOMPONDENT NUMBER KKKKGGG@@@@GKKGHE@@@GKKKK **ਸ਼ੑੑਫ਼ਫ਼ਫ਼ਫ਼ਜ਼ਗ਼ਗ਼ਫ਼ਜ਼ਫ਼ਫ਼ਜ਼ਸ਼**ਫ਼ਜ਼ਜ਼ਗ਼ਜ਼ਜ਼ਫ਼ਜ਼**ਜ਼** 33333GGGGGGGGGGGGGGGGGGGGGG 7 6 5 4 [3] AGE GRADE **RACE CODES** SEX SOCIAL SECURITY NUMBER WHITE W 9999999999 **S**(E) BLACK **GENGERENCE** 912945678 HISPANIC AMERICAN INDIAN ΔSIΔΝ OTHER 8 JURISDICTION (CITY) KKKKKGGGWBQBBCKGCBBGWBGGBB kkkkkaaaaaaaaaaaaaaaaaaaaaaaaa KNEKARAMBOQQBERAKITAGTOGOGO KKKKCCHOBOOKKCKCCEGABOOBO For Office Use Only OFFICE CODE **IDENTIFICATION 行**范73737575万757389 1234567899112 **FINGERPRINT** 81 68 82 69 W X Y Z © SCANTRON CORPORATION 1996 ALL RIGHTS RESERVED. SCANTRON FORM NO. F-9215-SE P7 0196 E2030-54321 -18

NSWER

SHE

ET

AMPLE

10					
	ВО	OKLET	NUM	BER	
0.10.20.00.00.00.00.00.00.00.00.00.00.00.00	011223456789	0112004056789	0 1 2 3 4 5 6 7 8 9	0 1 2 3 4 5 6 7 8 9	0 1 2 3 4 5 6 7 8 9
11					
		TEST	DATE		

 TEST ANSWERS (1-192) ପ୍ରତା ଅପ୍ରତା ପ୍ରତା ପ 159 160 161 162 163 164 165 166 167 170 171 172 173 174 175 176 177 178 179 180 181 183 184 185

BACK

<u>କ୍ରହାର ଜାବାର ଜାବ</u>